GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:327
ANSWERED ON:18.07.2017
e-Commerce Market
Antony Shri Anto ;Gandhi Dr. Dharam Vira

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government is implementing a project called, the 'National Consumer Helpline (NCH)" for the immediate disposal of the complaints of the consumers and if so, the details including the salient features thereof;
(b) whether the Government has any record regarding the number of complaints received and disposed through the NCH during the last five months, if so, the details thereof, State and month-wise;
(c) whether it is a fact that overwhelming majority of consumer complaints registered during this period was related to e-commerce and if so, the details thereof and the steps being taken by the Government in this regard;
(d) whether the e-commerce market is growing in the country at the desirable rate and if so, the details thereof; and
(e) whether instances of irregularities in the functioning of e-commerce have come to the notice of the Government, if so, the details of the remedial action taken by the Government to remove such irregularities?

Answer

THE MINISTER OF STATE
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI C. R. CHAUDHARY)

(a) : Yes, Madam. National Consumer Helpline (NCH) was established on 15th March 2005. The Helpline can be contacted by consumers pan India on the toll-free number 1800-11-4000, short code 14404, sms +91-8130009809, website www.consumerhelpline.gov.in, Consumer App, e-mail, letters, walk-ins and fax. The National Consumer Helpline, besides taking up the consumer grievances with the companies/regulatory bodies concerned, guides the consumers in finding solutions to problems related to products & services, provides information related to companies and regulatory authorities, facilitates consumers in filing complaints against defaulting service providers, empowers consumers to use available Consumer Grievances Redressal Mechanisms and educates Consumers about their rights and responsibilities.

(b) : The number of complaints received through the NCH & disposed of during the last five months is given in Annexure.

(c) : During the period February to June 2017, NCH registered 30,587 complaints pertaining to e-commerce, which is the highest number of complaints in a sector, contributing to 17% of total complaints registered in the period i.e. 1,80,920.

(d) : No, Madam. No such statistics are available to indicate whether e-commerce market is growing at a desirable rate.

(e) : Complaints regarding e-commerce maintained by National Consumer Helpline indicate irregularities in the functioning of e-commerce. On receipt of complaints, NCH refers the complaints to the companies for redressal. In some cases, consumers are advised to file complaints in the Consumer Forum for redressal.
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